



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

**Office of the Schools Division
Superintendent**

DIVISION MEMORANDUM
No. *325*, s. 2021

August 24, 2021

2021 OPLAN BALIK ESKWELA

To: All Public Elementary & Secondary School Heads
All Others Concerned

1. Quoted hereunder is DepEd Memorandum No.058, s.2021 dated August 20,2021 titled "**2021 Oplan Balik Eskwela**" (OBE) with the theme: OBE 2021 : *Bayanihan Para sa Ligtas na Balik Eskwela*. The Oplan Balik Eskwela is a DepEd annual initiative to engage agencies, organizations and other stakeholders in preparation for the opening of the SY 2021-2022.
2. OBE is part of the Department's effort to ensure that learners are properly enrolled. It aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year with the observance of necessary health and safety protocols as the topmost priority.
3. For a smooth implementation, OBE has the following components:
 - a. Convergence
 - b. Command Conference
 - c. Communication
 - d. Client Assistance
4. For further details, please find and read attachments.
5. Immediate and wide dissemination of this Memorandum is highly desired.

JOSEPH IRWIN A. LAGURA PhD
Schools Division Superintendent

ALL

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Republic of the Philippines
Department of Education

20 AUG 2021

DepEd MEMORANDUM
No. **058**, s. 2021

2021 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher, and Technical Education, BARMM
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) will conduct the National **Oplan Balik Eskwela (OBE) for School Year (SY) 2021–2022** with the theme: OBE 2021: *Bayanihan Para sa Ligtas na Balik Eskwela* from September 6 to September 17, 2021 at the *Bulwagan ng Karunungan*, DepEd Central Office (CO), DepEd Complex, Meralco Avenue, Pasig City. The OBE is a DepEd annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY 2021-2022.

2. The OBE is part of the Department's effort to ensure that learners are properly enrolled. It aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. This year, OBE has the following components:

a. Convergence. Members of the **OBE-Inter Agency Task Force (IATF)** shall focus on the COVID-19 pandemic situation in relation to the delivery of basic education. Given the current health situation, the Department will be guided by the decisions of the **Inter Agency Task Force for the Management of Emerging Infections Diseases (IATF-MEID)** affecting the operations of basic education. The member agencies will perform a critical role by providing guidelines in health and safety, peace and order, transportation, and other forms of support when the school year opens. The members of the OBE-IATF are the following:

- i. Department of Energy (DOE);
- ii. Department of Interior and Local Government (DILG);
- iii. Department of Health (DOH);
- iv. Department of National Defense (DND);
- v. Department of Public Works and Highways (DPWH);
- vi. Department of Social Welfare and Development (DSWD);
- vii. Department of Trade and Industry (DTI);
- viii. Department of Transportation (DOTr);
- ix. Department of Information and Communications Technology (DICT);
- x. Manila Electric Company (MERALCO);
- xi. Metropolitan Waterworks and Sewerage System (MWSS);
- xii. Metro Manila Development Authority (MMDA);

- xiii. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA);
- xiv. Philippine National Police (PNP);
- xv. National Disaster Risk Reduction and Management Council (NDRRMC);
- xvi. National Telecommunications Commission (NTC); and
- xvii. Presidential Communication Operations Office (PCOO).

b. Command Conference. A Command Conference among the DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders will be held at the *Bulwagan ng Karunungan*, DepEd CO on September 13, 2021.

c. Communication. DepEd shall provide the public with important information through press releases, media interviews, website posting, updates on the official DepEd Facebook and Twitter accounts, and other available media.

d. Client Assistance. An OBE Public Assistance Command Center (PACC) shall be set up at the central, regional, and schools division offices through its Public Affairs Unit (PAU).

i. Functions of the OBE-PACC

The OBE-PACC shall serve as an information and complaints processing and routing mechanism. It shall perform the following functions:

- (1) Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by other DepEd offices;
- (2) Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
- (3) Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate action; and
- (4) Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken.

ii. Services of the OBE-PACC

Each OBE-PACC shall ensure that the following are available to the public for the duration of OBE:

- (1) Hotlines;
- (2) emails (Hotline 8888, CSC, PCC, PMS, FOI, ARTA, depedaction);
- (3) text messaging service (Smart and Globe);
- (4) social media (Facebook); and
- (5) letters and indorsements.

iii. Composition of OBE-PACC at the Central Office

The OBE implementation shall be under the general supervision of the **Undersecretary and Chief of Staff, Nepomuceno A. Malaluan**, and **Undersecretary Revsee A. Escobedo, Field Operations** as co-chairs, and **PAS Director June Arvin C. Gudoy**, as vice-chair of the Oplan Balik Eskwela 2021. This will be in coordination with all offices in the Central Office.

iv. **Composition of OBE-PACC at the regions, schools divisions and school levels**

The composition of OBE committees at the region, schools division and school levels shall be:

(1) Regional Office

Chair	:	Regional Director
Co- Chair	:	Assistant Regional Director
Vice-Chair	:	Regional Information Officer Public Affairs Unit
Members	:	Regional Legal Office Regional Administrative Office Curriculum Division *(Other relevant offices may be included)

(2) Schools Division Office

Chair	:	Schools Division/City Superintendent
Co -Chair	:	Assistant Schools Division/City Superintendent
Vice-Chair	:	Designated Division Information Officer
Members	:	Legal Unit Administrative Office Information or Public Affairs Office Curriculum Division *(Other relevant offices may be included)

(3) School level

Chair	:	Principal or Assistant Principal or Head Teacher
Vice-Chair	:	School Information Coordinator
Members	:	School Admin and other staff

4. The OBE shall ensure the implementation of necessary health and safety protocols as topmost priority of the Department. These include the required health standards, social distancing measures and practicing proper hygiene, DOH health standards, local and national quarantine rules, and all other relevant protocols.

5. The Term of Reference for the different Committees is enclosed.

6. All expenses incurred during this activity shall be charged to General Administrative Support Services (GASS) Funds, including the payment for the services of the concerned personnel during the OBE, and to local funds for regional and schools division personnel, subject to the usual accounting and auditing rules and regulations.

7. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

8. For more information, please contact:

The Office of the Secretary-Public Affairs Service

Department of Education Central Office

DepEd Complex, Meralco Avenue, Pasig City

Telephone Numbers: (02) 8636-1663; (02) 8635-9817; (02) 8638-7529

Telefax Numbers: (02) 8634-0222; (02) 8638-8641

Mobile Phone Numbers: 0919-456-0027; 0995-921-8461

Email Addresses: depedaction@deped.gov.ph; pas.cd@deped.gov.ph
pas.od@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated



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DEPED-OSEC-446787

Reference:

DepEd Memorandum No. 014, s. 2020

To be indicated in the Perpetual Index
under the following subjects

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
MEETINGS
OFFICIALS
PROJECTS
SCHOOLS



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DEPED-OSEC-446787

2021 DepEd Oplan Balik Eskwela (OBE)
Public Assistance Command Center (PACC)
September 6-17, 2021

TERMS OF REFERENCE

A. The Teleresponders Team shall

1. attend to the callers' queries, complaints, problems or requests, concerning school opening and other education matters;
2. provide immediate appropriate actions/solutions for issues/concerns received from callers;
3. refer complaints/cases that need immediate investigation to the Legal Team, if necessary; and
4. submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

B. The Personnel in-charge of Emails, Text Messaging Service (SMS) and Social Media (Facebook) shall

1. respond to messages received and print the messages, if necessary;
2. refer complaints/cases that need immediate investigation to Legal Team, if necessary; and
3. submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. The Secretariat and Monitoring Team shall

1. oversee and supervise the daily operations of the activity;
2. prepare the daily reports for the Secretary's information based on the submitted teams' reports;
3. print and create video documentation;
4. gather and consolidate data from the different committees and prepare daily reports;
5. document and finalize the **2021 Oplan Balik Eskwela Terminal Report**;
6. provide the technical needs of the different teams; and
7. assist all other teams, if necessary.

D. The Media Relations Team shall

1. set and Coordinate schedules for press conferences;
2. prepare media advisories, invites and briefers of the activity for the Executive Committee and stakeholders;
3. facilitate the press conference and assist the media;
4. attend to media requests for data interviews; and
5. coordinate with the partners and stakeholders.

E. The Logistics and Support Team composed of the following sub-committees shall

1. handle OBE financial requirements. (Finance Committee)
2. take charge of the food to be served during the conduct of OBE and all OBE activities. (Food Committee)
3. set up the OBE Command Center at the *Bulwagan ng Karunungan* following the floor plan;
4. maintain the cleanliness and orderliness of the OBE Command Center; and
5. ensure peace and order during the OBE. (Physical Arrangement/ Set-up, Security, Sound System and Transportation);
6. record all guests and participants in OBE, and take daily attendance of committee members (Registration and Attendance); and
7. provide the materials and equipment needed for OBE. (Supplies and Equipment).